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# Las Quintas Serenas Water Company

October 21, 2011

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AZ CORP COMMISSION  
DOCKET CONTROL

Docket Control Center  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

Subject: Las Quintas Serenas Water Company  
Docket No. W-01583A-09-0589, ACC Decision No. 72498

To Whom It May Concern;

Pursuant to Decision No. 72498 (July 25, 2011) ("Order") Las Quintas Serenas Water Company (LQS) hereby submits this Notice of Compliance. The Order requires LQS to submit for Commission consideration at least five Best Management Practices in Tariff Form attached hereto.

- Local and Regional Messaging Program Tariff – BMP 1.1
- Xeriscape Demonstration Garden Tariff – BMP 2.4
- Customer High Water Use Inquiry Resolution Tariff – BMP 3.6
- Customer High Water Use Notification Tariff – BMP 3.7
- Water Waste Investigations and information Tariff – BMP 3.8

You will find enclosed one (1) original and thirteen (13) copies as required. Please note that copies have also been mailed to the ACC Compliance Section, the ACC Utilities Director and all other individuals as listed in the Decision and Order. If you have any questions or need additional information, please do not hesitate to contact me at my office (520-625-8040) or by e-mail ([omar@lqswater.com](mailto:omar@lqswater.com)).

Sincerely,

Omar Mejia; Administrative Manager  
Las Quintas Serenas Water Company

cc: ACC Compliance Section  
Steven M. Olea; Director – ACC Utilities Division  
Janice Alward, Chief Council – ACC Legal Council  
John F. Munger; Munger Chadwick, PLC  
Lawrence V. Robertson, Jr.; Munger Chadwick, PLC  
Ray Romero; LQS General Manager  
LQS Policy File

Arizona Corporation Commission

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**OCT 24 2011**

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Company: Las Quintas Serenas Water Company

Decision No.

Phone: 520-625-8040

Effective Date:

### **Local and/or Regional messaging Program Tariff – BMP 1.1**

#### **Purpose**

A program for the Company to actively participate in a water conservation campaign with local or regional advertising (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging Program).

#### **Requirements**

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non- Per Capita Conservation Program.

1. The Company or designated representative shall actively participate in water conservation campaign with local and/or regional advertising.
2. The campaign shall promote ways for customers to save water.
3. The Company shall facilitate the campaign through one or more of the following avenues (not an all inclusive list):
  - a. Television commercials
  - b. Radio commercials
  - c. Websites
  - d. Promotional materials
  - e. Vehicle signs
  - f. Bookmarks
  - g. Magnets
4. The Company shall keep a record of the following information and make it available to the Commission upon request.
  - a. A description of the messaging program implemented and program dates.
  - b. The number of customers reached ( or an estimate).
  - c. Costs of Program Implementation.

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### **Xeriscape Demonstration Garden Tariff – BMP 2.4**

#### **Purpose**

A program for the Company to install and maintain a water efficient demonstration garden for the purpose of educating its customer base on low water-use landscaping (Modified Non- Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.4: Xeriscape Demonstration Garden).

#### **Requirements**

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non- Per Capita Conservation Program.

1. The Company shall design, construct and maintain a demonstration garden that shall include a large variety of low water use and native plants, shrubs and shade trees.
2. The demonstration garden shall include a walkway throughout the site and include interpretive signage and literature about low water use plants and water efficient landscape techniques.
3. The demonstration garden shall be open, free of charge, to the public during normal business hours and ALL Saturdays of each month.
4. Maps providing driving directions to the demonstration garden shall be available at the Company office, on the Company web-site, and shall be provided to each new customer upon establishment of service.
5. The Company shall work with the schools, including the universities, to continually upgrade the site with additional techniques.

### **Customer High Water Use Inquiry Resolution Tariff – BMP 3.6**

#### **Purpose**

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

#### **Requirements**

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non- Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Calls shall be taken by a customer service representative who has been trained on typical causes of high water consumption as well as leak detection procedures that customers can perform themselves.
3. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to conduct a leak detection inspection and further assist the customer with water conservation measures.
4. The Company shall follow up in some way on every customer inquiry or complaint and keep a record of inquiries and follow-up activities.

### **Customer High Water Use Notification Tariff – BMP 3.7**

#### **Purpose**

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita conservation program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

#### **Requirements**

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non- Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, e-mail, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification..
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of at least the following water-saving precautions:
  - a. Check for leaks, running toilets, or valves or flappers that need to be replaced.
  - b. Check landscape watering system valves periodically for leaks and keep sprinkler heads in good shape.
  - c. Adjust sprinklers so only the vegetation is watered and not the house, sidewalk, or street, etc.
  - d. Continue water conservation efforts with any pools such as installing covers on pools and spas and checking for around pumps.
6. In the notification, the customer will also be reminded of at least the following ordinary life events that can cause a spike in water usage:
  - a. More people in the home than usual taking baths and showers.

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- b. Doing more loads of laundry than usual.
- c. Doing a landscape project or starting a new lawn.
- d. Washing vehicles more often than usual.

7. The Company shall provide water conservation information that could benefit the customer, such as, but not limited to, audit programs, publications, and rebate programs.

8. The Company shall assist the customer in a self-water audit and assist the customer in determining what might be causing the high water usage as well as supply customer with information regarding water conservation and landscape watering guidelines. As part of the water audit the Company shall confirm the accuracy of the customer meter if requested to do so by the customer (applicable meter testing fees shall apply).

9. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

### **Water Waste Investigations and Information Tariff – BMP 3.8**

#### **Purpose**

A program for the Company to assist customers with water waste complaints and provide customers with information designed to improve water use efficiency (Modified Non- Per Capita Conservation Program BMP Category 3: Outreach Services 3.8: Water Waste Investigations and Information).

#### **Requirements**

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission specifically R14-2-403 and R14-2-410 and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non- Per Capita Conservation Program.

1. The Company shall handle water waste complaints as calls are received.
2. Calls shall be taken by a customer service representative who has been trained to determine the type of water waste and to determine if it may be attributed to a leak or broken water line.
3. The Company shall follow up on every water waste complaint.
4. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to investigate further and notify the responsible party of the waste and offer assistance and information to prevent waste in the future.
5. A letter of enforcement will be issued to customers with water running beyond the curb and/or off the customer's property due to such things as, but not limited to, backwashing of pools, broken sprinkler heads, and over watering of lawns beyond the saturation point.
6. The same procedures outlined above in item #4 will be followed in the event of a second violation. Termination of service may result in the event of the third violation within a 12 month period. In the event of a third violation the customer's service may be terminated per Arizona Administrative Code R14-2-410C, R14-2-410D and R14-2-410E ( applicable service reconnection fees shall apply).
7. The Company shall record each account and each instance noted for water waste, the action taken and any follow- up activities.
8. Subject to the provisions of this tariff, compliance with the water waste restriction will be a condition of service.

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9. The Company shall provide to its customers a complete copy of this tariff and all attachments upon request and to each new customer. The customer shall abide by the water waste restriction.
10. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.